

Wisconsin Medicaid update and BadgerCare

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Wisconsin Medicaid and BadgerCare Information for Providers

To:
County Birth to 3 Programs
Federally Qualified Health Centers
Home Health Agencies
Individual Medical Supply Providers
Medical Equipment Vendors
Nurse Practitioners
Nursing Homes
Occupational Therapists
Opticians
Optometrists
Outpatient Hospital Providers
Personal Care Agencies
Pharmacies
Physical Therapists
Physician Clinics
Physicians
Rehabilitation Agencies
Rural Health Clinics
Speech and Hearing Clinics
Speech-Language Pathologists
Therapy Groups
HMOs and Other Managed Care Programs

Training Sessions in July on Submitting Prior Authorization Requests Via the Web

Beginning in the summer of 2004, Wisconsin Medicaid will accept prior authorization (PA) requests via the Web for selected services. Wisconsin Medicaid is offering provider training sessions in July 2004 on submitting PA requests via the Web for the following selected services:

- Birth to 3 therapy services.
- Disposable medical supplies *and* durable medical equipment for orthotics, oxygen, and wheelchair services.
- Physician services.
- Therapy services for spell of illness.
- Vision services.

Registration is required for the training sessions, but there is no registration fee for providers. Seating is limited so providers should register early.

Wisconsin Medicaid Offering Training Sessions for Selected Services

Beginning in the summer of 2004, Wisconsin Medicaid will accept prior authorization (PA) requests via the Web for selected services. To prepare for this, Wisconsin Medicaid is offering provider training in July 2004. Refer to Attachments 1-5 of this *Wisconsin Medicaid and BadgerCare Update* for information regarding locations, dates, and times of the training sessions for the following services:

- Birth to 3 therapy services (Attachment 1).

- Disposable medical supplies *and* durable medical equipment for orthotics, oxygen, and wheelchair services (Attachment 2).
- Physician services (Attachment 3).
- Therapy services for spell of illness (Attachment 4).
- Vision services (Attachment 5).

Training locations, dates, and times are also listed on the Medicaid Web site at dhfs.wisconsin.gov/medicaid/. While Medicaid encourages attendance, it is not mandatory to attend a training session in order to submit PA requests via the Web.

General topics that will be covered during the training sessions include:

- Web security and privacy information.
- Initial procedures for logging on to the Web.
- Completing an online Prior Authorization Request Form (PA/RF).
- Submitting PA attachments with Web PA requests.

Note: Providers who are able to submit PA requests via the Web for more than one service area are asked to attend only one training session since the trainings will be covering general information.

Due to time constraints, the training sessions will *not* cover PA policy or paper PA submission. Providers with policy questions should contact Provider Services at (800) 947-9627 or (608) 221-9883 or a Wisconsin Medicaid professional relations representative. Refer to the Medicaid Web site for a list of professional relations representatives.

Registration for the Training Sessions

Providers need to register online or by telephone for the training sessions, but there is no registration fee. Registration will not be accepted by mail or fax. Providers with Internet access are strongly encouraged to use online registration. Seating is limited so providers should register early. Please keep in mind that meeting room temperatures vary; wear layered clothing to ensure comfort.

To Register Online

Providers may register online by going to the Medicaid Web site at dhfs.wisconsin.gov/medicaid/ and doing one of the following:

- Clicking the “Find out What’s New on the Wisconsin Medicaid Web Site” link on the Medicaid home page.
- Selecting “Providers” and clicking the “Training” link under “Reference/Tools.”

After accessing one of the above, choose the “Web Prior Authorization Registration” link for training information and the registration form.

All fields on the online registration form are required. Once the form is completed, select “Register.” Registrants will receive a training session confirmation number which they should keep for their records.

To Register by Telephone

Providers may also register for the training sessions by calling Provider Services at (800) 947-9627 or (608) 221-9883. Registrants will receive a confirmation number from the correspondent during the telephone call for the training session they select.

Questions Regarding Registration

If a provider has questions about his or her registration, or if he or she is unable to attend a training session for which registration has been confirmed, the provider should call Provider Services. The provider should have his or her confirmation number available so the telephone correspondent can easily access his or her registration information.

Providers need to register online or by telephone for the training sessions, but there is no registration fee.

Information Regarding Medicaid HMOs

This *Update* contains Medicaid fee-for-service information and applies to providers of services to recipients on fee-for-service Medicaid only. For Medicaid HMO or managed care HIPAA-related changes, contact the appropriate managed care organization. Wisconsin Medicaid HMOs are required to provide at least the same benefits as those provided under fee-for-service arrangements.

The *Wisconsin Medicaid and BadgerCare Update* is the first source of program policy and billing information for providers.

Although the *Update* refers to Medicaid recipients, all information applies to BadgerCare recipients also.

Wisconsin Medicaid and BadgerCare are administered by the Division of Health Care Financing, Wisconsin Department of Health and Family Services, P.O. Box 309, Madison, WI 53701-0309.

For questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our Web site at dhfs.wisconsin.gov/medicaid/.

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ATTACHMENT 1

Birth to 3 Therapy Services

Training Sessions for Submitting Prior Authorization Requests Via the Web

The following table lists the locations, dates, and times for training on submitting prior authorization requests via the Web for therapists providing services to recipients in the Birth to 3 (B-3) Program . Providers that indicate the following processing types in Element 3 of the Prior Authorization Request Form (PA/RF) are strongly encouraged to attend one of these trainings:

- 160 (B-3 for physical therapy).
- 161 (B-3 for occupational therapy).
- 162 (B-3 for speech and language pathology).

To register for a training session, go to the Medicaid Web site at dhfs.wisconsin.gov/medicaid/ or call Provider Services at (800) 947-9627 or (608) 221-9883.

Location	Date	Time
Park Inn Hotel 2101 N Mountain Rd Wausau WI 54401 (715) 842-0711	July 13	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 10:00 a.m.
The Plaza 1202 W Clairemont Ave Eau Claire WI 54701 (715) 834-3181	July 15	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 10:00 a.m.
Four Points Sheraton — Airport 4747 S Howell Ave Milwaukee WI 53207 (414) 615-8000	July 20	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 10:00 a.m.
Regency Suites 333 Main St Green Bay WI 54301 (920) 432-4555	July 22	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 10:00 a.m.
Holiday Inn — East 3841 E Washington Ave Madison WI 53704 (608) 244-2481	July 28	Check in — 8:00 a.m. to 8:30 a.m. Training — 8:30 a.m. to 10:00 a.m.

ATTACHMENT 2

Disposable Medical Supplies and Durable Medical Equipment Training Sessions for Submitting Prior Authorization Requests Via the Web

The following table lists the locations, dates, and times for training on submitting prior authorization requests via the Web for disposable medical supplies (DMS) *and* durable medical equipment (DME) services. Providers that indicate the following processing types in Element 3 of the Prior Authorization Request Form (PA/RF) are strongly encouraged to attend one of these trainings:

- 130 (DME wheelchairs, accessories, or home health equipment).
- 132 (DMS).
- 139 (DME respiratory equipment or exceptional supplies).
- 140 (DME orthotics, footwear, or prosthetics).

To register for a training session, go to the Medicaid Web site at dhfs.wisconsin.gov/medicaid/ or call Provider Services at (800) 947-9627 or (608) 221-9883.

Location	Date	Time
Park Inn Hotel 2101 N Mountain Rd Wausau WI 54401 (715) 842-0711	July 12	Check in — 1:00 p.m. to 1:30 p.m. Training — 1:30 p.m. to 3:00 p.m.
The Plaza 1202 W Clairemont Ave Eau Claire WI 54701 (715) 834-3181	July 14	Check in — 1:00 p.m. to 1:30 p.m. Training — 1:30 p.m. to 3:00 p.m.
Four Points Sheraton — Airport 4747 S Howell Ave Milwaukee WI 53207 (414) 615-8000	July 19	Check in — 1:00 p.m. to 1:30 p.m. Training — 1:30 p.m. to 3:00 p.m.
Regency Suites 333 Main St Green Bay WI 54301 (920) 432-4555	July 21	Check in — 1:00 p.m. to 1:30 p.m. Training — 1:30 p.m. to 3:00 p.m.
Holiday Inn — East 3841 E Washington Ave Madison WI 53704 (608) 244-2481	July 27	Check in — 1:00 p.m. to 1:30 p.m. Training — 1:30 p.m. to 3:00 p.m.

ATTACHMENT 3

Physician Services

Training Sessions for Submitting Prior Authorization Requests Via the Web

The following table lists the locations, dates, and times for training on submitting prior authorization requests via the Web for physician services. Providers that indicate processing type 117 (physician services, including rural health clinics and federally qualified health centers) in Element 3 of the Prior Authorization Request Form (PA/RF) are strongly encouraged to attend one of these trainings. To register for a training session, go to the Medicaid Web site at dhfs.wisconsin.gov/medicaid/ or call Provider Services at (800) 947-9627 or (608) 221-9883.

Location	Date	Time
Park Inn Hotel 2101 N Mountain Rd Wausau WI 54401 (715) 842-0711	July 12	Check in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 10:30 a.m.
The Plaza 1202 W Clairemont Ave Eau Claire WI 54701 (715) 834-3181	July 14	Check in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 10:30 a.m.
Four Points Sheraton — Airport 4747 S Howell Ave Milwaukee WI 53207 (414) 615-8000	July 19	Check in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 10:30 a.m.
Regency Suites 333 Main St Green Bay WI 54301 (920) 432-4555	July 21	Check in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 10:30 a.m.
Holiday Inn — East 3841 E Washington Ave Madison WI 53704 (608) 244-2481	July 27	Check in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 10:30 a.m.

ATTACHMENT 4

Therapy Services for Spell of Illness

Training Sessions for Submitting Prior Authorization Requests Via the Web

The following table lists the locations, dates, and times for training on submitting therapy spell of illness (SOI) prior authorization requests via the Web. Providers that indicate the following processing types in Element 3 of the Prior Authorization Request Form (PA/RF) are strongly encouraged to attend one of these trainings:

- 114 (SOI for physical therapy).
- 115 (SOI for occupational therapy).
- 116 (SOI for speech and language pathology).

To register for a training session, go to the Medicaid Web site at dhfs.wisconsin.gov/medicaid/ or call Provider Services at (800) 947-9627 or (608) 221-9883.

Location	Date	Time
Park Inn Hotel 2101 N Mountain Rd Wausau WI 54401 (715) 842-0711	July 13	Check in — 10:00 a.m. to 10:30 a.m. Training — 10:30 a.m. to 12:00 p.m.
The Plaza 1202 W Clairemont Ave Eau Claire WI 54701 (715) 834-3181	July 15	Check in — 10:00 a.m. to 10:30 a.m. Training — 10:30 a.m. to 12:00 p.m.
Four Points Sheraton — Airport 4747 S Howell Ave Milwaukee WI 53207 (414) 615-8000	July 20	Check in — 10:00 a.m. to 10:30 a.m. Training — 10:30 a.m. to 12:00 p.m.
Regency Suites 333 Main St Green Bay WI 54301 (920) 432-4555	July 22	Check in — 10:00 a.m. to 10:30 a.m. Training — 10:30 a.m. to 12:00 p.m.
Holiday Inn — East 3841 E Washington Ave Madison WI 53704 (608) 244-2481	July 28	Check in — 10:00 a.m. to 10:30 a.m. Training — 10:30 a.m. to 12:00 p.m.

ATTACHMENT 5

Vision Services

Training Sessions for Submitting Prior Authorization Requests Via the Web

The following table lists the locations, dates, and times for training on submitting prior authorization requests via the Web for vision services. Providers that indicate processing type 122 (vision services) in Element 3 of the Prior Authorization Request Form (PA/RP) are strongly encouraged to attend one of these trainings. To register for a training session, go to the Medicaid Web site at dhfs.wisconsin.gov/medicaid/ or call Provider Services at (800) 947-9627 or (608) 221-9883.

Location	Date	Time
Park Inn Hotel 2101 N Mountain Rd Wausau WI 54401 (715) 842-0711	July 12	Check in — 10:30 a.m. to 11:00 a.m. Training — 11:00 a.m. to 12:30 p.m.
The Plaza 1202 W Clairemont Ave Eau Claire WI 54701 (715) 834-3181	July 14	Check in — 10:30 a.m. to 11:00 a.m. Training — 11:00 a.m. to 12:30 p.m.
Four Points Sheraton — Airport 4747 S Howell Ave Milwaukee WI 53207 (414) 615-8000	July 19	Check in — 10:30 a.m. to 11:00 a.m. Training — 11:00 a.m. to 12:30 p.m.
Regency Suites 333 Main St Green Bay WI 54301 (920) 432-4555	July 21	Check in — 10:30 a.m. to 11:00 a.m. Training — 11:00 a.m. to 12:30 p.m.
Holiday Inn — East 3841 E Washington Ave Madison WI 53704 (608) 244-2481	July 27	Check in — 10:30 a.m. to 11:00 a.m. Training — 11:00 a.m. to 12:30 p.m.